

Be a Positive Impact Person workshop - Exercise Key 3 - Act Responsibly
Instructions to the facilitator of the group:

Before the workshop starts, make three copies of the script and highlight each of the individual roles on a separate copy to give to the actors.

The Presenter will discuss the importance of Acting Responsibly to being a Positive Impact Person.

When he indicates it is time to start the role play:

1. Ask for three volunteers to act out the scripted role play in front of the group. The leader's guide says two volunteers, but three works better. *(If for some reason you have only two volunteers, have one of the volunteers do both of the "WIC staff roles, switching from Negative Nancy role to Positive Paula role; i.e., from the "irresponsible" person to the "responsible" person. Tell the group the point in the script where the role changes from the irresponsible person to the responsible person.)*
2. Give each of the role players a copy of the script with their role highlighted *(highlight each of the roles on separate copy before the teleconference starts).*
3. Tell the members of your group to make two lists under Slide 10, WB Page 10, as they observe the role play. The two lists will be an "Irresponsible Action or Negative List" and a "Responsible Action or Positive List" of words, body language or actions that they observe in the role plays.
4. Tell the group that after the exercise, you will facilitate a discussion and make a flipchart of two lists.
5. Read to the group the "Setting" of the role play in its entirety as it appears in the script.
6. Let the actors perform the role play

After the role play has ended, facilitate a discussion of it. Make a flipchart with two lists, an "Irresponsible Action or Negative List" and a "Responsible Action or Positive List" of words, body language or actions that the group observed in the role plays.

Negative Words, or phrases, in the role play:

- I didn't do that.
- Who told you that?
- Sometimes I hate this job...
- I have to do everything myself..
- That's not my job..
- I can't
- Nobody ever does this right but me.....

Actions, behaviors to note in the role play.

Behaviors used in the role play:

- Not paying attention to the client
- Arms folded
- Tapping foot
- Took exasperated deep breath
- Not listening, doing other things
- Interrupting
- Being impatient,
- Facial expression looking disgusted.
- Rolling eyes
- Shaking head

The buck stops here.

Nancy put off the client who was in need of help.

Paula took on a job that needed to be handled, even if they belong to someone else.

We don't point fingers at others!

Nancy pointed a finger at, and gossiped about, when she said Paula always wanting to "impress" people with her good deeds.

Paula never said anything negative about Nancy, even though she could have.

Show respect for others.

Nancy was disrespectful to say, "Can't you do anything for yourself."

Paula was respectful to make her suggestion and then ask Ms. Smith, "Is that all right with you?"

Finish what you start.

After getting Ms. Smith's agreement, Paula finished the task that she started before helping Ms. Smith.

If you have time, perhaps the group can identify some of the types of Pessimism exhibited. Recall to them that there are the four main styles of a pessimist: the Reliable Pessimist, the Domineering Pessimist, the Passionate Pessimist and the Meticulous Pessimist.

A Role Play about Negative Nancy, Positive Paula and Mistreated Mary at a WIC Clinic.

Cast: Nancy, or Ned if male (as in Negative Nancy/Ned) a WIC Staff person. Paula, or Paul if male (as in Positive Paula/Paul) a WIC Staff person. Ms. Mary Smith - A Client of the Clinic

Setting: The receiving area of a WIC Clinic. The receiving area has a chair for clients and a desk & chair for the receiving attendant. There is an adjacent hallway to the restrooms. Negative Nancy and Positive Paula, both WIC staff persons, work at the clinic. Ms. Smith is a client of the clinic.

Script: *Curtains open to Nancy, sitting in a chair working at the receiving desk, looking intense and working with paper on the desk.*

Ms. Smith enters the receiving area and approaches the front desk and waits for the attention of Nancy.

Nancy, *Continuing to work without looking up says gruffly, "What do you want."*

Ms. Smith, **"Hello, I'm Mary Smith. I have a question?"**

Nancy, *Still working away, "What is it"*

Mary Smith, **"During my visit to the clinic last week, you said if I brought back my proof of residence today that you would take care of me quickly and issue my vouchers."**

Nancy, *Stops working, looking frustrated, folds her arms, takes a deep breathe showing her frustration and impatiently demands, "What was that again?"*

Ms. Smith, **"During my visit to the clinic last week, you said if I brought back my proof of residence today that you would take care of me quickly and issue my vouchers."**

Nancy, *Rolling her eyes and shaking her head negatively while Mary Smith is talking, says, "I would not have promised you that! Everyone who comes back has to have an appointment"*

Ms. Smith, *Trying to talk, says "Well, you did tell me...."*

Nancy, *Interrupting and getting gruff, "No, I didn't do that. You're not on my schedule. Someone else must have told you that. Probably, Paula. She is always trying to impress every one with how good she is. And besides, that's not my job. I can't help you with that."*

Ms. Smith, **"but it was you who promised, I am certain that..."**

Nancy, *Tapping her foot and interrupting again, "can't you do anything for yourself."*

Ms. Smith, *Feeling helpless and getting upset, "Well, I, uh, ..., Never mind, where are the restrooms, please."*

Nancy, *Getting back to her work, points, "Down the hall, that way" and grumbles under her breath to herself, "Nobody ever does anything right around here, but me. Do I have to do everything around here? Sometimes I hate this job."*

On her way walking down the hall to the restrooms, Mary Smith happens to run into Paula.

Paula, *Says smiling, "Hello Ms. Smith, it is so good to see you again. Are you OK?"*

Ms. Smith, **"Well, not really!"**

Paula, **"Is there anything that I can do to help you? What are you here for today?"**

Ms. Smith, **"During my last visit to the clinic, Nancy said if I would come back and bring my proof of residence that she would work me in quickly and issue my vouchers. Now she seems too busy to help me."**

Paula, **"Well, Ms. Smith, I can help you with that! Normally, we require an appointment, but I know you won't take much time, so I can take care of you now. While I go and get your file and quickly finish up what I am working on, why don't you go ahead and get a drink of cool water and then sit in this room. I'll be there in just a few minutes. Would that be OK with you?"**

Ms. Smith, *Very relieved* says, "**That would be wonderful, thank you so much!**"